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	Chapter No./Name	DCFS Policy Manual
	Part No./Name	1/Administrative/Fiscal
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I. STATEMENT OF POLICY

A. PURPOSE AND SCOPE

The purpose of this policy is to:

- develop uniform guidelines for obtaining access to the ISIS system that ensures each user will have business access only, and that each user will have a segregation of duties that will prevent fraudulent use of the system, and
- ensure that all active user IDs are maintained with proper access in accordance with job functions.

This policy does not apply to the ISIS Human Resources System.


B. RESPONSIBILITIES IN ISIS

1. ISIS OIS (Office of Information Services) Security Administrator

- Administers a central office in the Office of Information Services (OIS) of the Division of Administration that is responsible for ISIS security.
- Develops and implements statewide ISIS security policy and procedures for all Departments.
- Assigns ISIS user IDs.
- Answers all questions and solves all problems associated with ISIS security for all Departments statewide.
- Assists and trains the ISIS Agency Security Administrator.


2. DCFS Director of Administrative Services

- Designates employee to serve as the ISIS Agency Security Administrator (ASA).
- Submits appropriate forms ([ISF043](#)) to the ISIS OIS Security Administrator naming the ISIS Agency Security Administrator for DCFS.
- Notifies the ISIS OIS Security Administrator when a change occurs in the employee designated as the ISIS Agency Security Administrator.

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3. ISIS Agency Security Administrator

- Serves as the DCFS contact person through which all ISIS security-related forms and/or questions are routed.
- Reviews all requests for ISIS access for accuracy and completeness.
- Maintains a file with copies of all forms submitted to the ISIS OIS Security Administrator for future reference and audit purposes.
- Prints all on-line requests transmitted to ISIS for new user IDs or updates to existing user IDs, maintaining copies for future reference and audit purposes.
- Answers all questions and resolves all problems associated with user IDs for AFS/AGPS/CFMS for DCFS employees.
- Acts as liaison between the ISIS OIS Security Administrator and all DCFS agencies for matters concerning ISIS user IDs.
- Enters ISIS user ID requests online via ARWeb.
- Maintains all approved ISIS security forms for review by the Legislative Auditor's staff.
- Receives new ISIS User ID number via e-mail from the ISIS OIS Security Administrator confirming the request has been completed. The ISIS Agency Security Administrator notifies the employee via e-mail of the assigned User ID number along with instructions on how to obtain a temporary password from the ISIS OIS Security Administrator.
- Works with Legislative Auditors and internal auditors to ensure compliance with mandated policy and procedures.
- Adds/changes the agency buyer records on the ABUY screen and the agency address records on the AADR Screen.
- Maintains BAPV Records for AGPS/CFMS electronic approvals.
- Develops and implements ISIS training for DCFS employees.
- Assists in the development and implementation of ISIS policy and procedures for DCFS.


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4. Headquarters Human Resources Section

- Submits monthly Separation Report (ZP14) to the ISIS Agency Security Administrator.
- Submits notice of name changes to the ISIS Agency Security Administrator.
- Works with the ISIS Agency Security Administrator to ensure that ISIS access is deleted in a timely manner when an employee's employment has terminated.

5. Supervisor

- Determines when an ISIS user ID is required for an employee to perform his/her duties.
- Determines what access is required for the employee to perform his/her duties.
- Ensures that each ISIS user ID request, and access being requested, is for business purposes only.
- Completes or delegates the completion of the proper ISIS user ID request form, ensuring that only permissions required to perform duties are given.
- Ensures that ISIS users have a segregation of duties so one employee does not have the capability to enter, receive, and approve.
- Authorizes ISIS user ID requests by completing Form DCFS 010 – [Adobe version/Word version](#) (cover memorandum).
- Certifies information is correct by signing Form DCFS 010 – [Adobe version/Word version](#).
- Reviews ISIS access for changes and/or deletions on a regular basis, and reviews ISIS access when the employee's personnel performance evaluation is due.
- Ensures ISIS request forms are included in the employee's exit package for deleting access to the system.
- Provides timely notification to the ISIS Agency Security Administrator when ISIS security requirements for an employee change due to

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terminated employment with DCFS, a name change, or promotion from a position responsible for entering information into ISIS to a position that approves.

6. Employee


- Provides correct parent security information on ISIS user ID request forms.
- Ensures the user ID request is approved and signed by supervisor.
- Forwards request to the ISIS Office Contact Person for review after the supervisor approves the request.
- Informs supervisor of any changes or deletions in ISIS access that may be required.
- Processes proper paperwork on a timely basis when there is a change to an existing ISIS user ID, i.e., name change, termination, transfer, job changes, security change and/or agency change.
- Assigns own unique password.
- Keeps passwords strictly confidential, not sharing them with others.
- Responsible for all entries made with the assigned user ID and password. (The employee is held personally accountable if there are any illegal entries made with his/her user ID and password.)

II. PROCEDURES

A. ISIS USER IDS AND PASSWORDS

1. Procedures for Obtaining ISIS User IDS

The supervisor determines that there is a need for ISIS access. When selecting proper access for the employee, the supervisor should make sure there is a segregation of duties. For example, an employee should not be able to enter **and** approve any purchases and/or payments. The supervisor reviews the BUNDL Report (BG08-AGPS/CFMS or 5G08-AFS) to determine what access an employee requires for business purposes only.

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After determining what access is required, the proper form must be completed. Forms [ISF007](#) and [ISF008](#) should be completed for AGPS and CFMS. Form [ISF020](#) should be completed for AFS. The supervisor reviews the form for completeness and accuracy and signs Form DCFS010 – [Adobe version/Word version](#) (cover memo) certifying that the security groups requested are the security groups that the employee needs to perform his/her duties.

The completed forms, with proper signatures and justification, are forwarded to the ISIS Agency Security Administrator.

Upon receipt of the request, the ISIS Agency Security Administrator checks the UTAB Table (USERID Table) to verify that the employee does not currently have a user ID. The ISIS Agency Security Administrator reviews the justification, the request forms, and the security levels requested. If there are any discrepancies and/or problems, the supervisor is contacted for clarification. After determining that the request is valid and correct, the forms are approved by the ISIS Agency Security Administrator. The request is entered into the ARWeb system by the Agency Security Administrator.

The ISIS OIS Security Administrator notifies the ISIS Agency Security Administrator of the new ID number via e-mail. The Agency Security Administrator contacts the employee and/or the employee's supervisor via e-mail to give the employee the user ID that has been assigned.


2. Procedures for Changes to Existing ISIS User IDS

The supervisor reviews the employee's ISIS permissions/access on a regular basis to ensure timely processing of paperwork for deletions and changes. The supervisor should also review the employee's ISIS permissions/access every year at the time of the employee's personnel performance evaluation.

If the supervisor determines that an employee requires a deletion or change of ISIS access, proper forms are completed and forwarded to the ISIS Agency Security Administrator.

The ISIS Agency Security Administrator reviews the monthly Separation Report (a list of employees who have terminated, transferred, retired, etc.) to determine if an employee has transferred or left the Department.

If an employee has left the Department or has transferred and requires ISIS access changes or deletions, the ISIS Agency Security Administrator enters the information into the ARWeb system.

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3. Password Restrictions

When an employee logs onto ISIS for the first time, a temporary password is required. ISIS OIS Security Administrator must be contacted by the employee to receive a temporary password.

Passwords must be eight characters long and must consist of a mixture of letters and numbers (alphanumeric) and include one symbol (**@,#,\$**). A new password cannot be the same as any of the three previous passwords.

The security of a user's password ultimately rests with the user. An employee should never write down a password in a place where others can obtain access to it, or hard code the password into his/her computer. Obvious choices, such as the names of family members, significant others, pets, favorite sports teams, or religious references should be avoided since such choices would be easy for others to guess.

Employees should avoid habitually recycling a group of passwords over and over again. A password should **never** be shared with a coworker. The ISIS user ID is the employee's unique identification. Any activity performed using a user ID can be traced to the person to whom it was assigned.


An ISIS user ID can never be reassigned to a different person, but a name change can be made on the original user ID if requested.

An employee's password is good for 30 days, and may be changed as often as once a day. After 30 days, the system will prompt the employee to replace the expired password. If the employee waits 90 days past the expiration date, the ISIS user ID will be suspended. If the password is suspended, the employee will need to contact the Office of Information Services (OIS) ISIS Help Desk at (225) 342-4730.

4. Password Problems

After three incorrect attempts to enter the correct password, the ISIS user ID will be suspended. The unsuccessful attempts need not be one right after the other. The counter for password violations continues tracking attempts until a successful sign-on takes place.

If the user ID is suspended or the password is forgotten, the employee is to call the OIS ISIS Help Desk at (225) 342-4730.

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The ISIS Help Desk will ask for the employee's name, user ID, and work phone number. The ISIS security representative will then contact the employee requesting the parent Security name information that was supplied on the user ID request form. (This information is used to confirm the employee's identity.) If the information matches, the ISIS Help Desk will remove the suspended password, provide a temporary password, and remain on the line until the employee is successfully signed back on to the system.

It is then the user's responsibility to sign on to the system and select a new, confidential password at the earliest possible opportunity. The system will not allow the user to sign on until the user replaces the password assigned by the Central Administrator of OIS.

III. FORMS AND INSTRUCTIONS

[ISF007](#) - Request for ISIS User ID - AGPS/CFMS, designed for the establishment and maintenance of AGPS/CFMS security. This form must be completed for users of both systems, unless the AGPS/CFMS user should have only inquiry access to the AFS system.

[ISF007 Instructions](#)

[ISF008](#) - ISIS Purchasing/CFMS Access Authority, used to establish AGPS/CFMS agency numbers to which the user should have access. Access to a maximum of 20 AGPS/CFMS numbers may be granted to the user. However, this number may be increased through the use of "wild carding". Wild carding may be used in the agency number by entering all "Xs" following the designated level. For example, "107XXX" gives access to all agencies beginning with "107". ("X" may not be imbedded, i.e., surrounded by other digits. Once an "X" is specified, all following characters must also be "X".)

[ISF008 Instructions](#)


[ISF020](#) - Request for Agency ISIS User ID – AFS

[ISF020 Instructions](#)

[ISF043](#) ISIS Security Administrator Setup/Change Form, used to establish or revise ISIS Security Administrator information.

DCFS 010 – [Adobe version/Word version](#) – DCFS - Division of Children and Family Services Cover Memorandum, used to authorize and certify requests for new user IDs and/ or changes to existing user IDs, signed by the supervisor.

[DCFS 010 Instructions](#)

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IV. REFERENCES

Definitions

Advantage Financial System (AFS): An ISIS component that provides general accounting, accounts payable, and cost accounting capabilities.

Advanced Government Purchasing System (AGPS): An ISIS component that provides complete automated support of the state's purchasing operations, from entry of a requisition, order, or contract through item receipt, invoicing, and approval of payment. Most operations are performed online, on terminals that are linked to a mainframe computer. The orders issued through AGPS pass accounting information to the AFS to validate accounting codes to pre-encumber and encumber funds and to pay invoices. This is done in a manner that is completely transparent to the user.

Budget Development System (BDS): An ISIS component that provides automated support of the state's capital outlay budget preparation/execution process.


Bundle Mail Codes: Provides the employee with access to BUNDL Reports. The mail codes are prefixed with "ISP" for AGPS, "ISC" for CFMS, or "ISF" for AFS.

Contract Financial Management System (CFMS): An ISIS component that provides for the financial management of contracts and leases.

Integrated Statewide Information System (ISIS): A comprehensive financial information system that serves the common accounting, management, and information needs of many departments, including DCFS, and the Executive branch of Louisiana State government, including the central fiscal control agencies. ISIS is comprised of these components: Advantage Financial System (AFS); Advanced Government Purchasing System (AGPS); Budget Development System (BDS); and Contract Financial Management System (CFMS).

Password: A unique combination of alpha, symbol and numeric characters developed by the employee. The password must contain at least eight characters, **including one numerical field and one symbol (@ # \$)**. Passwords must not be written where they can be seen by others.

User ID: A unique number assigned to an employee for access to the ISIS system. The number is assigned by the ISIS Security Administrator in the Division of Administration, Office of Information Services. User IDs are unique to employees and should not be shared.

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ISIS Security Reports

Report BB7A - BUNDL Report of all active user IDs. This report gives an alphabetical list of active AGPS, CFMS, and AFS users by last name. The report contains the security profile, additional access, date last changed, the agencies that the employee can access, and if the employee can maintain or only “inquire” those agencies.

Report BB7B - BUNDL report of inactive user IDs. This report gives an alphabetical list of non-active (canceled) users by last name. The report contains the security profile, additional access, date last changed, the agencies that the employee can access, and if the employee can maintain or only “inquire” those agencies.

Report BG08 - BUNDL Report that lists every screen that is available to each Security AGPS/CFMS.

Report 5G06 - BUNDL Report that lists every profile and the security groups which make up the profiles in AFS.

Report 5G08 - BUNDL Report that lists every screen and transaction that is available to each security group in AFS.

Separation Report – The Director of the “headquarters” Human Resources Division provides the ISIS Agency Security Administrator with a copy of the report each month. This report assists in removing DCFS employees from the ISIS system after they have separated from the DCFS or have transferred within the DCFS.